

Headquarters U.S. Air Force

***I n t e g r i t y - S e r v i c e - E x c e l l e n
c e***

Contractor Performance Assessment Reporting System (CPARS)



May 2004



U.S. AIR FORCE

Overview



- Purpose/Background
- CPARS Access
- CPARS Screen Shots
- Quality Checklist
- Sample Write-ups
- Summary



U.S. AIR FORCE



Purpose/Background

- Improve Government and Contractor communication
- Assist acquisition officials in determining best value contracts
- Collect past performance information in an automated fashion



U.S. AIR FORCE

Purpose/Background (con't)



- An automated past performance information collection tool for information on Services, Information Technology, Systems and Operations Support
- Managed by the Navy for Air Force, Navy, Marine Corps, DLA and several other Defense agencies
- Contains over \$500 billion worth of contracts



U.S. AIR FORCE



Purpose/Background (con't)

CPAR vs CPARS

- CPAR is the electronic, web-based form similar to what was previously done manually on the AFMC 162A-1
- CPARS is the web-based collection SYSTEM comprised of the uploaded CPARs

SAME information - DIFFERENT medium

- To collect this information is NOT a new requirement BUT to collect it electronically is a new way of doing our business



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Purpose/Background (con't)

Past Performance Collection Thresholds

BUSINESS SECTOR

- Services/Information Tech >\$1M
- Systems/Ops Support
>\$5M
- Fuels/Health Care
>\$100K
- Construction >\$500K
- Architect-Engineer >\$25K



U.S. AIR FORCE



Purpose/Background (con't)

CPAR Electronic Cycle

Contract
Information
Entered

1

Contractor
Reviews and
Comments

3

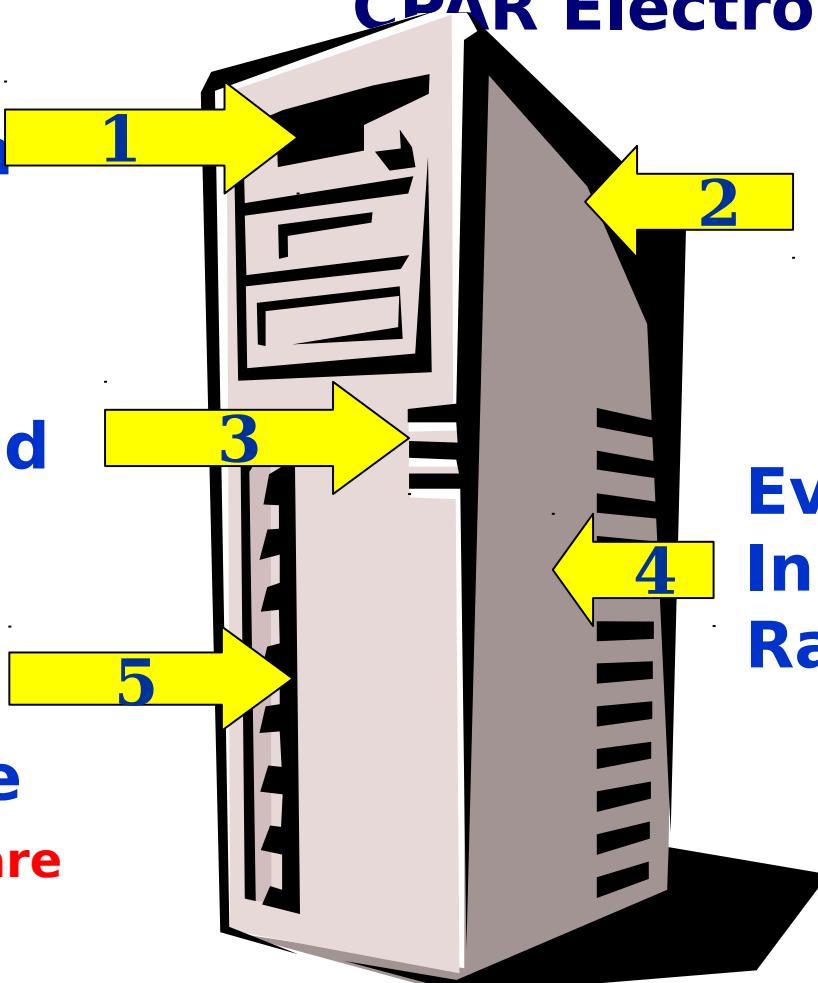
Reviewing
Official
Acceptance

5

(Only if there are
significant
differences)

Evaluator Adds
Proposed Ratings

Evaluator/CO Review
Input/Modifies
Ratings(optional)



Master Library



U.S. AIR FORCE

Overview



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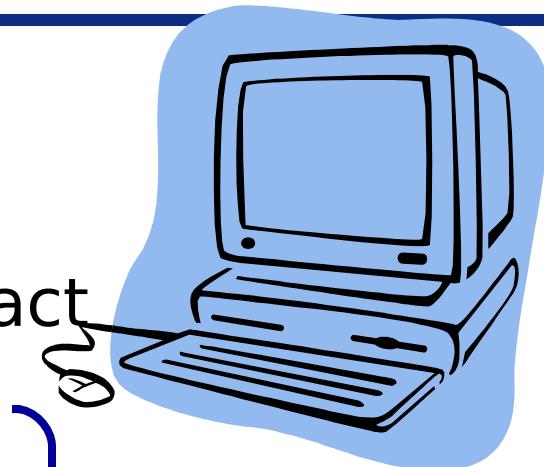


U.S. AIR FORCE

CPARS Access



- Unit focal point (Theo Watson) authorizes access for each contract
- Access is given to:
 - Data Entry
 - Prog Mgr Rep/Assessing Official Rep
 - Evaluator/Assessing Official
 - Designated Contractor Representative
 - Reviewing Official



Gov't has 120 days from end of period of performance to complete CPAR



Contractor has a mandatory 30 days to review/comment on CPAR



U.S. AIR FORCE

CPARS Access (con't)



- Evaluation must completed annually
- Initial, Intermediate, Final Reports
 - Contracting registers a contract within 30 days of award
- Reminder notification is sent automatically via e-mail to PM/AO and focal point
- Based on period of performance dates ("tickler" system)
- For contracts awarded under AFI 63-124
 - Multifunctional team prepares/inputs consolidated evaluation
- For contracts not awarded under AFI 63-124
 - Functionals, QAEs, Requirements, Sm Busn Specialist and Contracting Personnel prepares/inputs



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CPARS Access (con't)

- Contractor input is also done via the web
 - Contractors shall only have access to THEIR CPARS
- Reviewing Official (RO) involvement required only if significant differences between Government and Contractor evaluation
 - RO is Fee Determining Official (if award fee contract) or CONS/CC





U.S. AIR FORCE

Overview



- Purpose/Background
- CPARS Access
- CPARS Screen Shots
- Quality Checklist
- Sample Write-ups
- Summary





U.S. AIR FORCE

CPARS Screen Shots

Focal Point

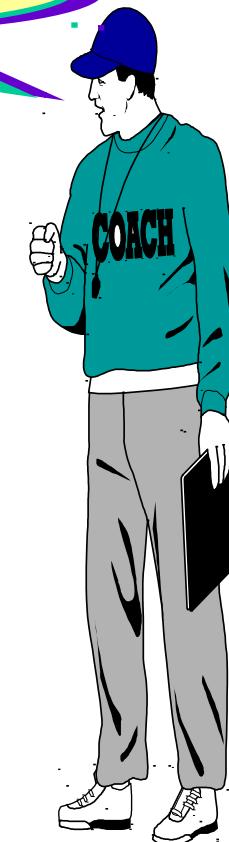


Here's what the assignment
of access level screens look
like

Enter Contract Number(s) and Order Number(s) (if applicable):

Example: N4511298D0001, N45113 where N45113 indicates all contracts for N45113.

1.		2.	
3.		4.	
5.		6.	
7.		8.	
9.		10.	





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CPARS Screen Shots

Focal Point (con't)



Names of those authorized access are entered here

Enter Contract Data Entry:

Example: Robert Smith, Jane Doe. Contract Data Entry users can input contract information for the contracts listed above.

1.	<input type="text"/>	2.	<input type="text"/>
3.	<input type="text"/>	4.	<input type="text"/>



Enter Program Manager/Assessing Official:

Example: Robert Smith. The Program Manager/Assessing Official can initiate CPARS (blocks 1-21), Update or Delete incoming contracts listed above.

1.	<input type="text"/>
----	----------------------

Enter Program Manager/Assessing Official Representative(s):

Example: Robert Smith, Jane Doe. The Program Manager/Assessing Official Representatives can initiate CPARS (blocks 1-2) contractor comments for the contracts listed above.

1.	<input type="text"/>	2.	<input type="text"/>
3.	<input type="text"/>	4.	<input type="text"/>



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CPARS Screen Shots

Focal Point (con't)



Contractor Designated Reps and
Reviewing Officials are entered
here

Enter Defense Contractor Representative(s):

Example: Robert Smith, Jane Doe. The Defense Contractor Representative(s) can input comments (block 22) for the contracts list above.

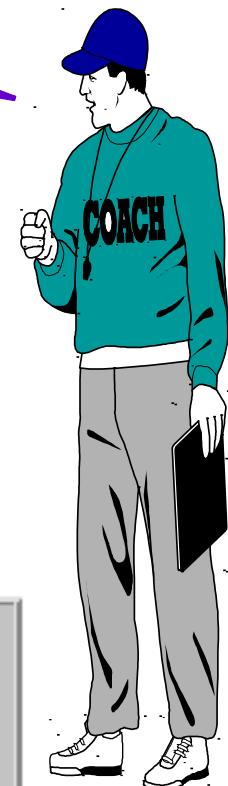
1.	2.
3.	4.

Enter Reviewing Official:

Example: Bob Smith. The Reviewing Official can input comments (blocks 24-25) for the contracts list above.

1.

<input type="checkbox"/>	Create User Access Matrix
<input type="checkbox"/>	Clear all Data
<input type="checkbox"/>	Return to the Main Menu





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CPARS Screen Shots

Focal Point (con't)



Here's what a finalized
access authorization matrix
looks like

Please Review the following access matrix	
CONTRACTS:	N4511299C8090
Access Profile	User Name
Contract Data Entry	KELLY SMITH
Program Manager/Assessing Official	TAMMY WHITE
Program Manager/Assessing Official Rep	CAITLIN GAP SALLY WINDLE
Defense Contractor Rep	KATIE GOODWIN
Reviewing Official	SARAH JONES

Authorize Access to these Users
 Modify Users to Correct Mistakes
 Return to the Main Menu





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CPARS Screen Shots

Focal Point

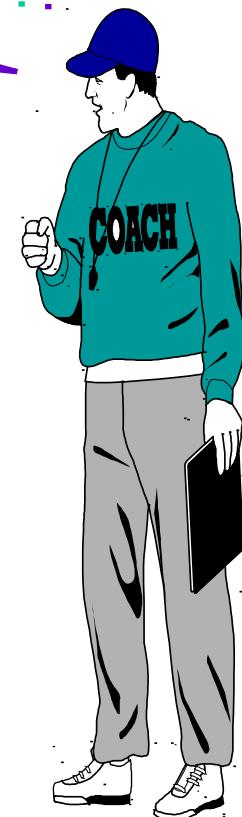


The focal point will provide all of those authorized access with their log-on id and system-generated password; ALL users change their password the first time they log in

CPARs Access for the following contracts has been authorized to the users listed below. Please print this page and inform these users of the userid and password settings. They will be required to change their passwords the first time they login to CPARs.

CONTRACTS:	N4511299C8090		
User Name	User Logon Id	User Password	Access Profile
KELLY SMITH	KELSMI	***	Contract Data Entry ()
TAMMY WHITE	TWHIT	2KSV2NAC	Program Manager/Assessing Official ()
CAITLIN GAP	CGAP	IUA9EF49	Program Manager/Assessing Official Rep ()
SALLY WINDLE	SWIND	J1WN2CJT	Program Manager/Assessing Official Rep ()
KATIE GOODWIN	KGOOD	4TZJLSFX	Defense Contractor Rep ()
SARAH JONES	SAJONE	4VPC567R	Reviewing Official ()

***: This user has already set their logon password.



Return to the Main Menu



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CPARS Screen Shots

Workflow

Step 1

Register Initial Contract Information

Blocks 1-14

- Contract Data Entry
- Program Mgr Rep
- Program Mgr Rep
- Prog Mgr/Assessing
- Official
- Focal Point

Step 2

Add Program Manager Rep Proposed Ratings

Blocks 1-20

Step 3

Program Manager/Assessing Official:

a. Validation of proposed ratings

Blocks 1-21

Step 5

b. Review Contractor comments/modify ratings

Blocks 1-21

Step 4

Contractor input and review

Blocks 22-23

Step 6

Acceptance by Reviewing Official

Blocks 24-25



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CPARS Screen Shots

Register Contract



CPARS

Contract #: N4511299C8090 Order #: Reset

Register a Contract Initiate a CPAR
 Update an Incomplete CPAR Delete an Incomplete CPAR
 View CPARs

 Change User Profile/Login Password To-Do List
 CPAR Status Report Logoff

Gov't registers the contract (within 30 days)





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CPARS Screen Shots

Register Contract (con't)

CPAR CONTRACT INFORMATION	
* indicates a required field	
Contract Number: N4511299C8090 Order Number:	
Name/Address of Contractor (<i>Division</i>)	
Company Name:	<input type="text"/>
Division Name:	<input type="text"/>
Street Address:	<input type="text"/>
City, State, Zip Code:	<input type="text"/>
CAGE Code:	<input type="text"/> * <input type="button" value="Lookup"/>
DUNS+4 Number:	<input type="text"/>
FSC:	<input type="text"/> * <input type="button" value="Lookup"/>
SIC Code:	<input type="text"/> * <input type="button" value="Lookup"/>
DoD Business Sector & Sub-Sector: * <input type="text" value="Aircraft"/>	
Contracting Office (Organization and Code)	
<input type="text"/>	
Location of Contract Performance (<i>If not in item 1</i>)	
<input type="text"/>	
Contracting Officer:	
<input type="text"/>	Phone Number: <input type="text"/>
Contract Award Date:	* <input type="text"/> (mm/dd/yy)
Contract Completion Date:	<input type="text"/> (mm/dd/yy)
Awarded Dollar Value:	* <input type="text"/> (numbers only, do not enter \$, ,)
Type of Buy:	<input type="text" value="Competitive"/>
Contract Type:	<input type="text" value="OTHER"/> <input checked="" type="checkbox"/> MIXED/OTHER (please specify): <input type="text"/>
Acquisition Manager:	* <input type="text" value="(select from list)"/>



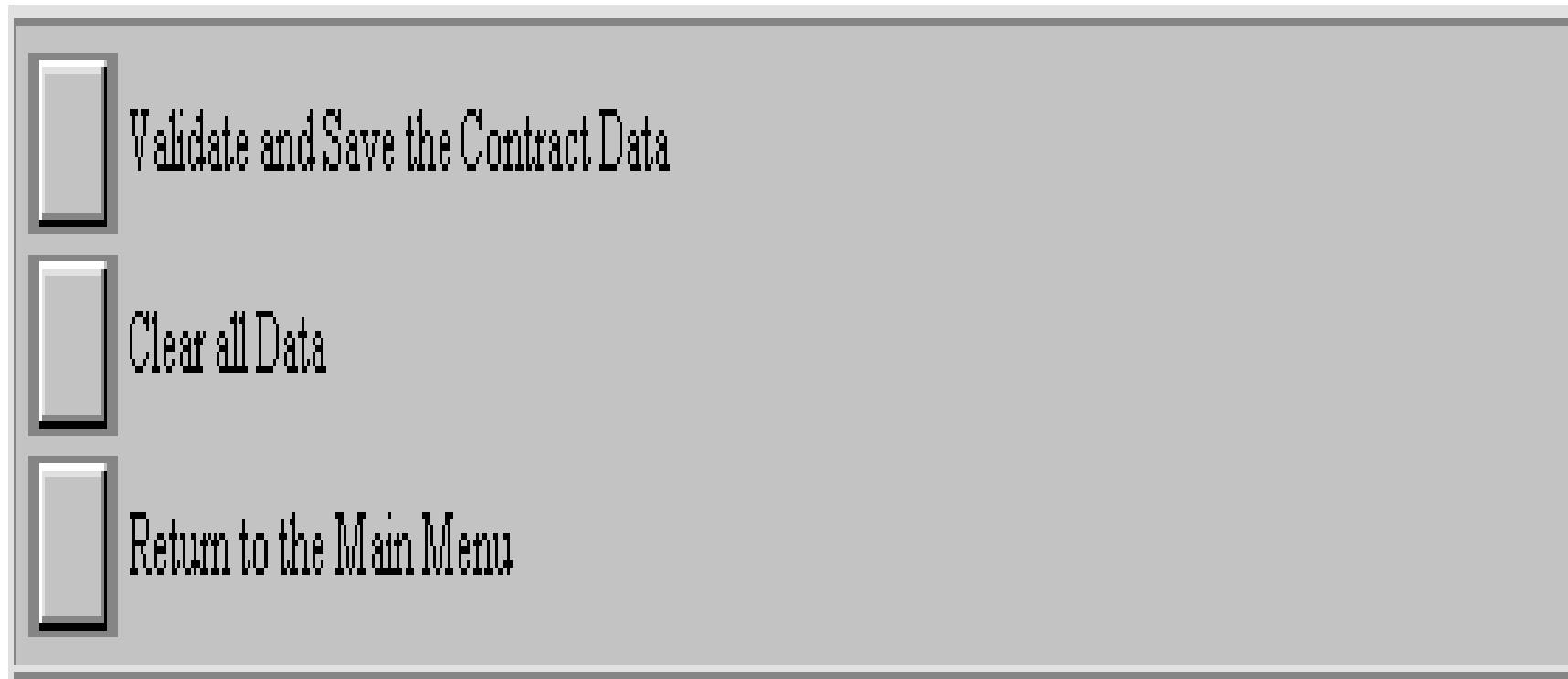
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CPARS Screen Shots

Register Contract (con't)



Click "**Validate and Save the Contract Data**" when data entry is completed



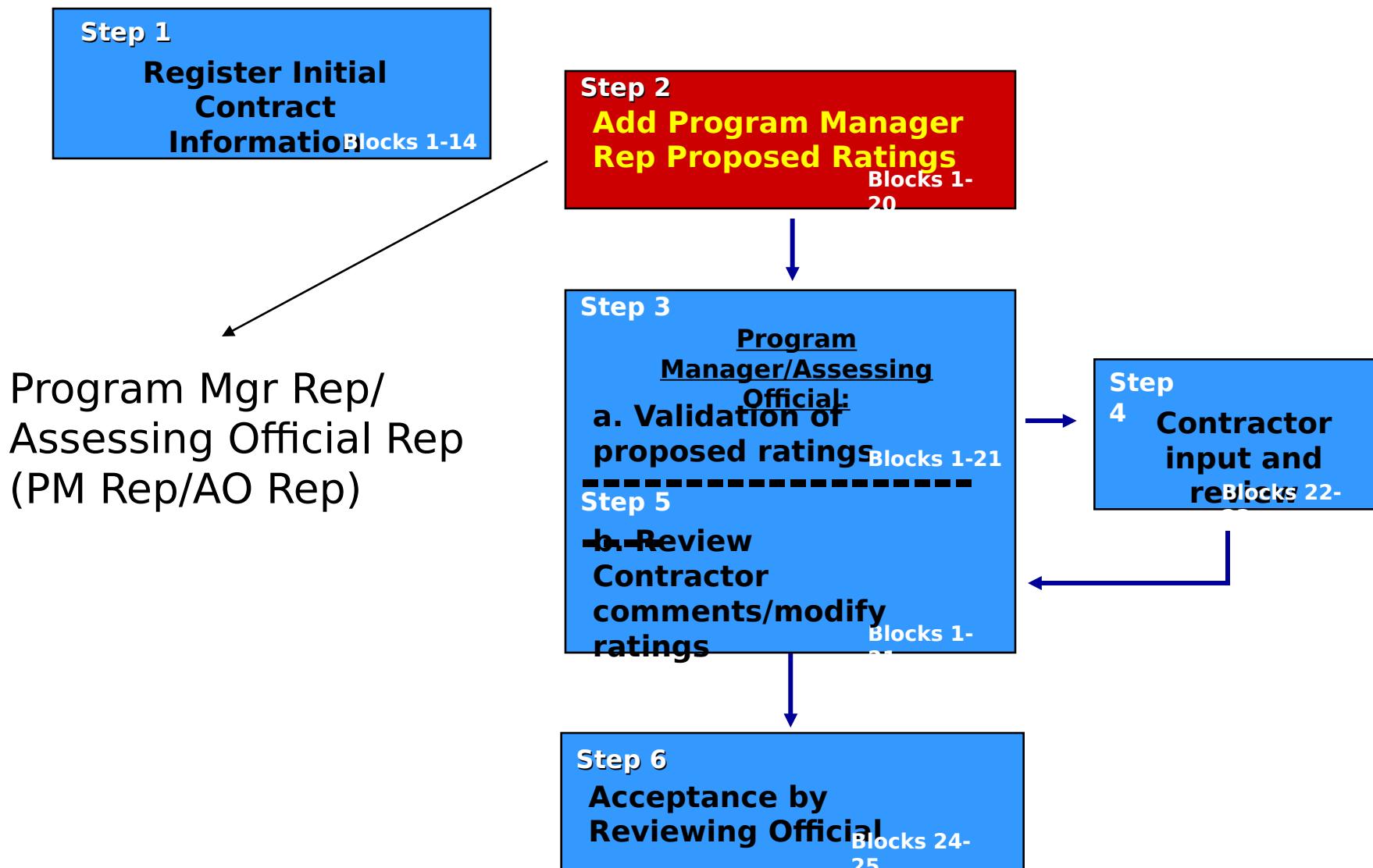


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CPARS Screen Shots

Workflow





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CPARS Screen Shots

Initiate a CPAR



CPARS

Contract #: N4511299C8090 Order #:

Evaluations start here



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CPARS Screen Shots

Initiate a CPAR (con't)

CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR) (Source Selection Sensitive Information, See FAR 3.104)		SERVICES/IT/OPERATIONS
* indicates a required field		
1. Name/Address of Contractor (Division)		
Company Name:	* ABC	
Division Name:	WEB DEVELOPMENT	
Street Address:	1212 WEB LANE	
City, State, Zip Code:	FAIRFAX, VA 22039	
CAGE Code:	* <input type="button" value="Lookup"/> CPARS	DUNS+4 Number: <input type="text"/>
FSC:	* <input type="button" value="Lookup"/> 4870	SIC Code: <input type="button" value="Lookup"/> <input type="text"/>
2. Report Type:	* Initial <input type="button" value=""/>	
3. Period of Performance Being Assessed:	From: * <input type="text" value="01/01/00"/>	to: * <input type="text" value="12/31/00"/> (mm/dd/yy)
4a. Contract Number:	4b. DoD Business Sector & Sub-Sector: * <input type="text" value="Software"/>	
N4511299C8090 Order Number:	<input type="button" value=""/>	
5. Contracting Office (Organization and Code) *		
AF 4000		
6. Location of Contract Performance (If not in item 1)		
CRYSTAL CITY		
7a. Contracting Officer: *		
MARY JONES	7b. Phone Number: * <input type="text" value="805-908-9090"/>	
8 Contract Award Date: * <input type="text" value="01/01/00"/> (mm/dd/yy)		
9. Contract Completion Date: <input type="text" value="12/31/05"/> (mm/dd/yy)		



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CPARS Screen Shots

Initiate a CPAR (con't)



13. Competitive Non-Competitive

14. Contract Type: FFP FPI FPR CPFF CPIF CPAF OTHER

MIXED/OTHER:

15. Key Subcontractors and Effort Performed:

CAGE:



List Key Subs and the
work they perform here

CAGE:

CAGE:

16. Program Title and Phase of Acquisition:

web design

17. Contract Effort Description:

design a new web site for the airforce

18. Evaluate the following

Areas:

Past Rating

Rating

Trend



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CPARS Screen Shots

Initiate a CPAR (con't)

18. Evaluate the following

Areas: *

a. Quality of Product or Service

Past Rating

n/a
Past Color

Rating

N/A
N/A
EXCEPTIONAL
VERY GOOD
SATISFACTORY
MARGINAL
UNSAT

Trend

N/A

Trend

2 - 3 pages of data fit in the eval area

OTHER EVALUATION AREAS:

SCHEDULE

COST CONTROL

BUSINESS RELATIONS

MGT OF KEY PERSONNEL

Discussion of whether the Contractor met small business participation goals is addressed here



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CPARS Screen Shots

Initiate a CPAR (con't)

Given what I know today about the contractor's ability to execute what he promised in his proposal, I * probably would award to him today given that I had a choice.

Acquisition Manager: * AIR-1.0

<input type="checkbox"/> Validate and Send to the Program Manager/Assessing Official
<input type="checkbox"/> Save Data and Finish Later
<input type="checkbox"/> Clear all Data
<input type="checkbox"/> Return to the Main Menu

Every CPAR should be reviewed by the CO prior to transmittal to the Contractor



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CPARS Screen Shots

Initiate a CPAR (con't)



<input type="button" value="Return to the Main Menu"/>
<input type="button" value="View or Print CPAR form in PDF Format"/>

CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR) INCOMPLETE (Source Selection Sensitive Information, See FAR 3.104)	SERVICES/IT/OPERATIONS
--	------------------------

1. Name/Address of Contractor (*Division*)

Company Name: ABC

Division Name: WEB DEVELOPMENT

Street Address: 1212 WEB LAN cpars.navy.mil - [JavaScript Application]

City, State, Zip Code: FAIRFAX

CAGE Code: CPARS DUNS+4

2. Report Type:

Initial Intermedia

3. Period of Performance Being Assessed: From: 01/01/00 to: 12/31/00

4a. Contract Number:

N4511299C8090 Order Number:

4b. DoD Business Sector & Sub-Sector:

Software

5. Contracting Office: AF 4000

6. Location of Contract Performance:

CRYSTAL CITY

7a. Contracting Officer: MARY JONES



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CPARS Screen Shots

Workflow

Step 1
Register Initial Contract Information
Blocks 1-14

Step 2
Add Program Manager Rep Proposed Ratings
Blocks 1-20

Step 3
Program Manager/Assessing Official:
a. Validation of proposed ratings
Blocks 1-21

Step 5
b. Review Contractor comments/modify ratings

Step 4
Contractor input and review
Blocks 22-23



Program
Mgr/Assessing
Official (PM/AO)

Step 6
Acceptance by Reviewing Official
Blocks 24-25



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CPARS Screen Shots

Validate Ratings



CPARS

Contract #: Order #:

Register a Contract
 Initiate a CPAR
 Update an Incomplete CPAR
 Delete an Incomplete CPAR
 Review Contractor Comments or Modify Ratings
 View CPARs

 Change User Profile/Login Password
 To-Do List ← PM/AO checks their “To Do” List
 CPAR Status Report
 Logoff



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CPARS Screen Shots

Validate Ratings (con't)



TO DO LIST

N4511299C5555	68290	01/01/96	07/01/99	Rate, Send to Contractor
N4511299C8090	CPARS	01/01/00	12/31/00	Rate, Send to Contractor
N4511299CNNNN	12345	08/01/99	08/04/99	Rate, Send to Contractor
N4511299D1414	CPARS	03/23/00	03/23/01	Rate, Send to Contractor
N4511299D1414	CPARS	09/30/98	09/30/99	Rate, Send to Contractor
N4511299D2000	CPARS	11/01/99	05/31/00	Rate, Send to Contractor
N4511299Z1111	71907	09/01/98	09/01/99	Rate, Send to Contractor



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CPARS Screen Shots

Validate Ratings (con't)



The Program Manager/Assessing Official reviews the PM Rep ratings and can change or accept them. The PM is the only person who can send the eval to the Contractor. Once the eval is transmitted to the Contractor, the Gov't is ~~locked out of the system for 30 days.~~

21. Name and Title of Program Manager/Assessing Official

Acquisition Manager: *

Name: *

Title:

Organization and Code: *

Phone Number: Date: *

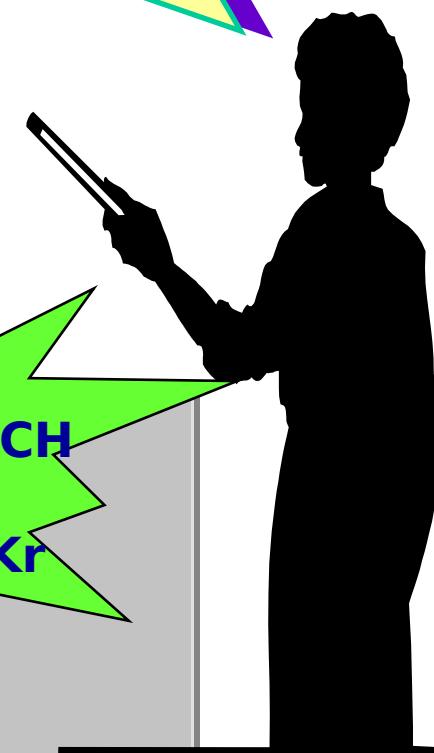
Validate and Send to the Contractor

Save Data and Finish Later

Clear all Data

Return to the Main Menu

The CO must see EACH CPAR prior to its transmittal to the Kr





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CPARS Screen Shots

Validate Ratings (con't)

Return to the Main Menu
 View or Print CPAR form in PDF Format

CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR)
INCOMPLETE (Source Selection Sensitive Information, See FAR 3.104)

SERVICES/IT/OPERATIONS

1. Name/Address of Contractor (*Division*)

Company Name: ABC

Division Name: WEB DEVELOPMENT

Street Address: 1212 WEB LANE

cpars.navy.mil - [JavaScript Application]

City, State, Zip Code: FAIRFAIR

CAGE Code: CPARS DUNS+4



The CPAR for Contract Number: N4511299C8090 , Period of Performance: 01/01/00 - 12/31/00 was updated successfully. A notice has been sent to the Contractor.

OK

2. Report Type:

Initial Intermed:

3. Period of Performance Being Assessed: From: 01/01/00 to: 12/31/00

4a. Contract Number:

N4511299C8090 Order Number:

4b. DoD Business Sector & Sub-Sector:

Software

5. Contracting Office: AF 4000

6. Location of Contract Performance:

Here's the notice
that rating was
sent to the
Contractor

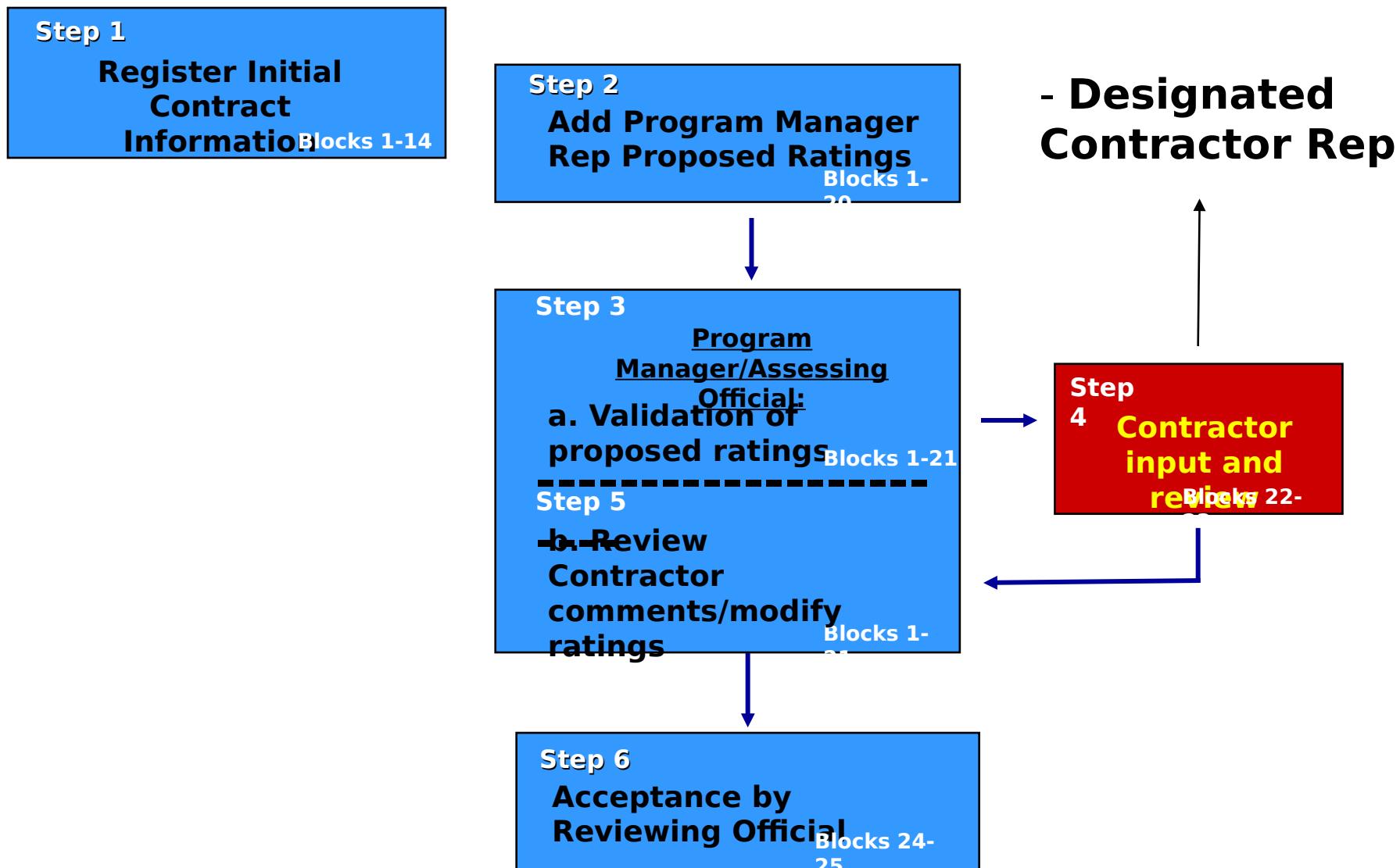


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CPARS Screen Shots

Workflow





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CPARS Screen Shots

Contractor Input



CPARS

Contract #: Order #:

Input CPAR Comments
 View Completed CPARs

Change User Profile/Login Password
 To-Do List ←
 CPAR Status Report
 Logoff

Contractor needs to check their “To Do” List



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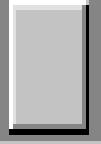
CPARS Screen Shots

Contractor Input (con't)



TO DO LIST

N451120001233	CPART	01/08/00	01/08/01	Input Comments
N4511200C0001	TS087	10/01/99	09/30/00	Input Comments
N4511298A0000	CPARS	02/02/98	02/02/99	Input Comments (Overdue)
N4511299C8090	CPARS	01/01/00	12/31/00	Input Comments

 Return to the Main Menu



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CPARS Screen Shots

Contractor Input (con't)



16. Program Title and Phase of Acquisition:

web design

17. Contract Effort Description:

design a new web site for the airforce

18. Evaluate the following Areas: Past Rating

a. Quality of Product or Service n/a

Rating

SATISFACTORY

Trend

N

20. Program Manager/Assessing Official Narrative:

The contractor satisfactorily met the contract requirements.

Contractor Comments:

**Contractor's input goes
here (2 - 3 pages)**



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CPARS Screen Shots

Contractor Input (con't)



* (Agreement)
* (Agreement)

23.1 I agree with this assessment.
I disagree with this assessment and request that it be reevaluated.

Name: * Peggy Donovan

Title: * Program Manager

Phone Number: 804-890-9090 Date: * 01/10/01 (mm/dd/yy)

Validate and Send to Program Manager/Assessing Official
 Save Data and Finish Later
 Clear all Data
 Return to the Main Menu

Contractor selects and validates for transmittal back to the Gov't



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CPARS Screen Shots

Contractor Input (con't)



<input type="button" value="Return to the Main Menu"/>	Return to the Main Menu
<input type="button" value="View or Print CPAR form in PDF Format"/>	View or Print CPAR form in PDF Format

CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR) INCOMPLETE (Source Selection Sensitive Information, See FAR 3.104)	SERVICES/IT/OPERATIONS
--	-------------------------------

1. Name/Address of Contractor (*Division*)

Company Name: ABC

Division Name: WEB DEVELOPMENT

Street Address: 1212 WEB LA **cpars.navy.mil - [JavaScript Application]**

City, State, Zip Code: FAIRFA

CAGE Code: CPARS DUNS+

2. Report Type:

Initial Interme-

OK

3. Period of Performance Being Assessed: From: 01/01/00 to: 12/31/00

4a. Contract Number:

N4511299C8090 Order Number:

4b. DoD Business Sector & Sub-Sector:

Software

5. Contracting Office: AF 4000

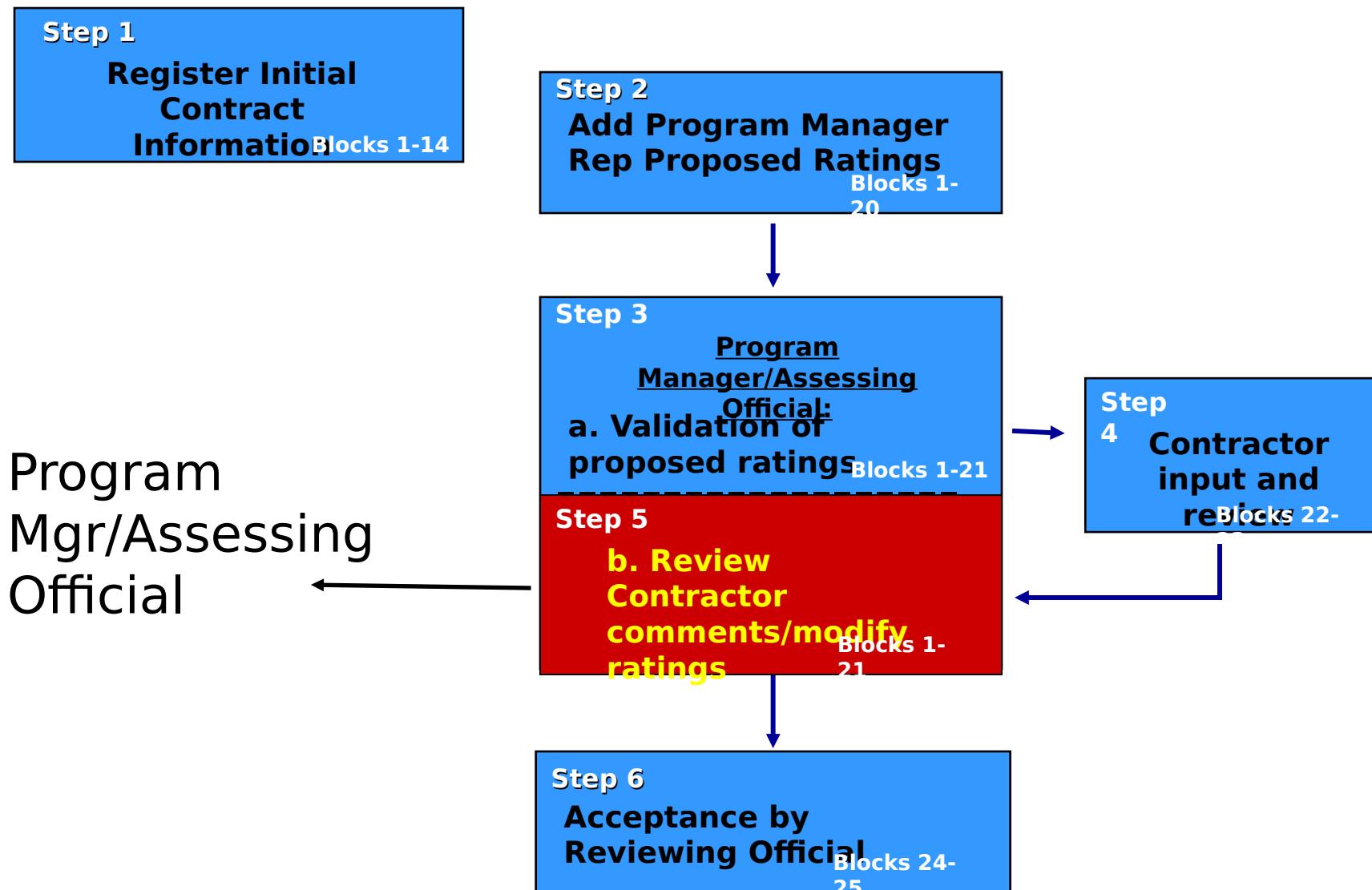


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CPARS Screen Shots

Workflow





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CPARS Screen Shots

Review Contractor Comments



N4511299C0001	1KXW5	01/01/99	01/01/99	Finalize Ratings
N4511299C1235	C1234	03/31/00	05/20/00	Finalize Ratings
N4511299C8090	CPARS	01/01/00	12/31/00	Finalize Ratings
N4511299D0001	12345	01/01/99	06/01/99	Finalize Ratings
N4511299D1053	00000	04/15/96	04/15/01	Finalize Ratings
N4511299D12340100	CPARS	08/29/98	08/29/99	Finalize Ratings

PM's notice to finalize the ratings since comments have been sent back by Contractor



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CPARS Screen Shots

Review Contractor Comments (con't)



20. Program Manager/Assessing Official Narrative:

(i.e., PMS, PMA, or Equivalent Individual) Responsible for Program, Project, or Task/Job Order Execution

Given what I know today about the contractor's ability to execute what he promised in his proposal, I probably would award to him today given that I had a choice.

21. Name and Title of Program Manager/Assessing Official

Acquisition Manager: AIR-1.0

Name: MARY WARNER

Title: PROGRAM MANAGER Organization and Code: AF

Phone Number: 703-456-9090 Date: 01/01/01

22. Contractor Comments:

23. Name and Title of Contractor Representative

Name: PEGGY DONOVAN

Title: PROGRAM MANAGER

Phone Number: 804-890-9090 Date: 01/10/01

<input type="checkbox"/>	Accept the Ratings and Send to the Reviewing Official
<input type="checkbox"/>	Accept the Ratings and Close the CPAR
<input type="checkbox"/>	Modify the Ratings
<input type="checkbox"/>	Return to the Main Menu

If there are significant differences, it is sent to RO; otherwise PM closes the CPAR



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CPARS Screen Shots

Review Contractor Comments (con't)



CPAR Process Feedback

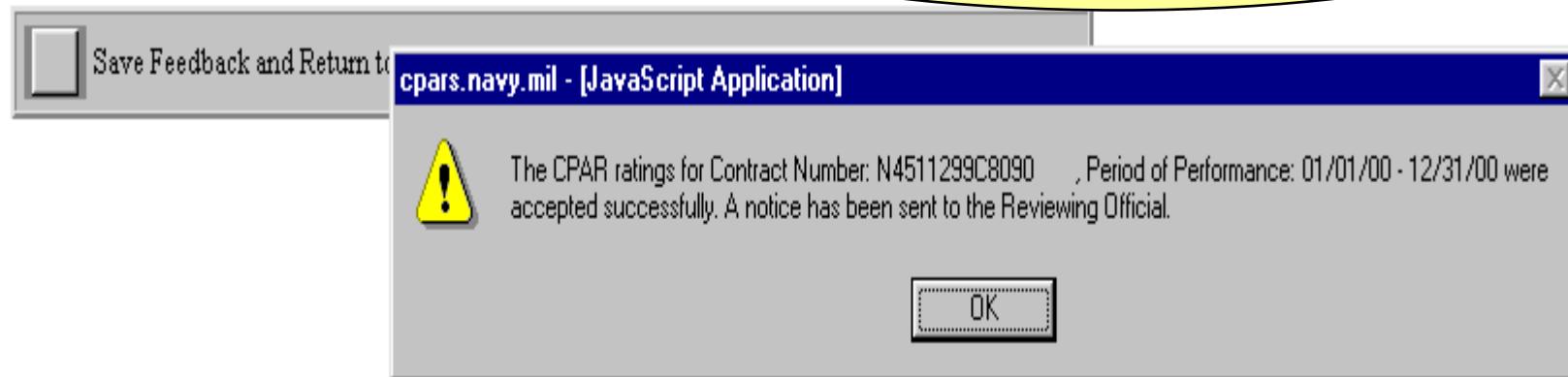
Based on your cumulative CPARs experience, rate the effectiveness of the CPAR process in improving communication between your activity and the Co (valuable, 1=no value)

Contract#: N4511299C8090

Period of Performance: 01/01/00-12/31/00

<select rating> ▾

**If the RO receives a
CPAR, here's what
they see**



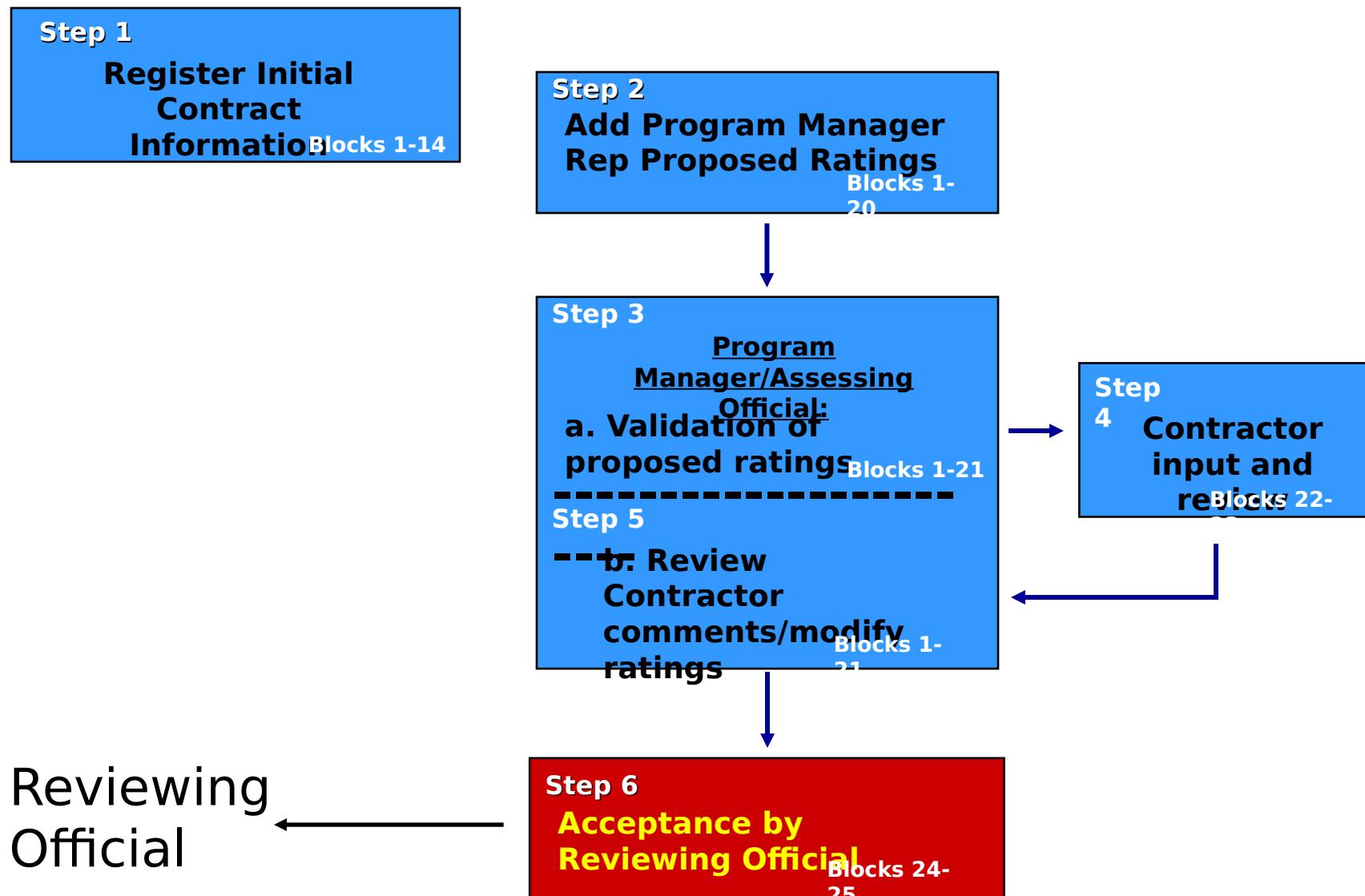


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CPARS Screen Shots

Workflow





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CPARS Screen Shots

Review CPAR



CPARS

Contract #: Order #:

Input CPAR Comments
 View CPARs
 Change User Profile/Login Password
 To-Do List ← RO checks
“To Do” List
 CPAR Status Report
 Logoff



U.S. AIR FORCE

CPARS Screen Shots

Review CPAR (con't)



TO DO LIST

N4511299C8090	CPARS	01/01/00	12/31/00	Input Comments, Close CPAR
N4511299C9999	U765T	10/10/98	01/18/99	Input Comments, Close CPAR
N4511299D9000 8R05	CPARS	11/01/99	05/31/00	Input Comments, Close CPAR
N4511299G0001 0025	CPARS	01/12/99	01/18/99	Input Comments, Close CPAR
N4511299G0023	CPARS	12/01/98	12/31/98	Input Comments, Close CPAR
N4511299X6666	CPARS	05/10/98	05/10/99	Input Comments, Close CPAR

Return to the Main Menu



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CPARS Screen Shots

Review CPAR (con't)



24. Review by Reviewing Official: *

I CONCUR.

25. Name and Title of Reviewing Official

Name: * JOHN SMITH

Title: * DIRECTOR

Organization and Code: * AF

Phone Number: 703-459-8090

Date: * 01/20/01 (mm/dd/yy)

- Validate and Close the CPAR
- Save Data and Finish Later
- Clear all Data
- Return to the Main Menu

RO's validation posts eval to the CPARS



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CPARS Screen Shots

Review CPAR (con't)



<input type="button" value="Return to the Main Menu"/>
<input type="button" value="View or Print CPAR form in PDF Format"/>

CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR) (Source Selection Sensitive Information, See FAR 3.104)	SERVICES/IT/OPERATIONS
---	-------------------------------

1. Name/Address of Contractor (*Division*)

Company Name: ABC

Division Name: WEB DEVELOPMENT

Street Address: 1212 WEB LA

cpars.navy.mil - [JavaScript Application]

City, State, Zip Code: FAIRFA

CAGE Code: CPARS DUNS+

2. Report Type:

Initial Interme-



The CPAR for Contract Number: N4511299C8090 , Period of Performance: 01/01/00 - 12/31/00 was updated successfully. A notice has been sent to the Focal Point.

3. Period of Performance Being Assessed: From: 01/01/00 to: 12/31/00

4a. Contract Number:

N4511299C8090 Order Number:

4b. DoD Business Sector & Sub-Sector:

Software



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Overview



- Purpose/Background
- CPARS Access
- CPARS Screen Shots
- Quality Checklist
- Sample Write-ups
- Summary





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Quality Checklist



- A quality CPAR
 - Allows the reader to gain *a complete understanding* of the Contractor's performance on your contract
 - Fully addresses the Contractor's performance with respect to: **RECENCY**, **RELEVANCY**, and **QUALITY**



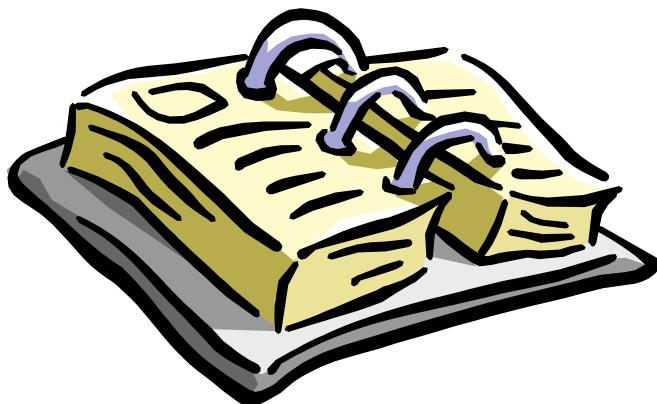
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Quality Checklist (con't)

- *Recency*

- *Recency*
 - Period of performance evaluated is a mandatory fill-in on the CPAR
 - Is it within the past three years?





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Quality Checklist (con't)

■ *Relevancy*

- Need to provide a thorough CPAR so future readers can easily determine how the CPAR relates to the acquisition the reader is evaluating
- Consider scope of work, dollar amount, magnitude of the project, area of work
- Information contained in Block 17 (Contract Effort Description) is

CRITICAL



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Quality Checklist (con't)

- Block 17 - Contract Effort Description. **Provide a complete description of the contract effort that identifies key technologies, components, subsystems, and requirements. This section is of critical importance to future performance risk assessment groups (PRAGs) and source selection authorities.** The description should be detailed enough to assist a future PRAG in determining the relevancy of this program to their source selection. Also, keep in mind that users of this information may not understand program jargon. It is important to address the complexity of the contract effort and the overall technical risk associated with accomplishing the effort.



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Quality Checklist (con't)

- Block 17 - Contract Effort Description (cont'd). For intermediate CPARs, a brief description of **key milestone events** that occurred in the review period may be beneficial (e.g., critical design review (CDR), functional configuration audit (FCA)), as well as, major contract modifications during the period. For **task/delivery order contracts**, state the number of tasks issued during the period, tasks completed during the period, and tasks which remain active. For **contracts which include multiple functional disciplines or activities**, categories should be designated to: (1) reflect the full scope of the contract, and (2) allow grouping similar work efforts within the categories to avoid unnecessary segregation of essentially similar specialties or activities. Each category or area should be separately numbered, titled and described within Block 17 to facilitate cross-referencing with the evaluation of the contractor's performance within each category in Blocks 18 and 19. If necessary, the description within this block may be extended to one additional typewritten page. **MANDATORY.**



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Quality Checklist (con't)

- *Quality*

- Describe the Contractor's performance for the time period covered by this CPAR
- Provide comprehensive and thorough details on the quality of services rendered by the Contractor
- A quality narrative should be based on objective data, program reviews, etc.



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Quality Checklist (con't)

- Evaluations will be done by the Multifunctional team, if the contract were written under AFI 63-124, *Performance Based Services Acquisitions*
- Evaluations will be done by functional, technical, contracting, quality assurance and other specialties (JAG and finance) if contract were not written under AFI 63-124
- Past performance evaluation is a standard function of contract administration (FAR 42.1503)





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Quality Checklist (con't)



- Evaluation team must:
 - Assign input duties and order of input (especially if assigning multiple Program Manager Reps)
 - CO MUST review each CPAR (recommended)
 - Ensure evaluations/input timelines adhere to the 120 day goal for CPAR completion (including mandatory 30 days for Contractor review)
 - Advise unit focal point of access authorization changes





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Quality Checklist (con't)

■ The NARRATIVE

→ *Evaluators rely heavily on the narrative to support their source selection decision*

→ CPARS Guide requires that the Assessing Official provide narrative for each element that they rate, EVEN IF THE RATING IS A **SATISFACTORY**

■ Past performance evaluations are important ... they are the responsibility of the AO



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Quality Checklist (con't)

- Block 17 - Contract Effort Description. Provide a complete description of the contract effort that identifies key technologies, components, subsystems, and requirements. **The critical importance to future risk assessment is of performance groups (PRAGs) and source selection authorities.** The description should be detailed enough to assist a future PRAG in determining the relevancy of this program to their source selection. Also, keep in mind that users of this information may not understand program jargon. It is important to address the complexity of the contract effort and the overall technical risk associated with accomplishing the effort.



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Quality Checklist (con't)

- On an annual basis, schedule an evaluation meeting right after the end of the annual contract performance period (e.g., first week of October)
 - BUT, don't wait until the end of the evaluation period to provide the Contractors with feedback; **good communication is a *continuous* process**



- As a reminder, not ALL contracts begin in October so need to adjust according to your contract's period of performance



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Quality Checklist (con't)



- Discuss areas which will be evaluated with the Contractor



- Contractor and all evaluators should have a copy of the AF CPARS Guide and the definitions of the ratings

→ Refer them to the website at

<http://www.cpars.navy.mil> (Reference Material)



- Areas to be evaluated may change based on additional work within scope changes or different mission emphasis

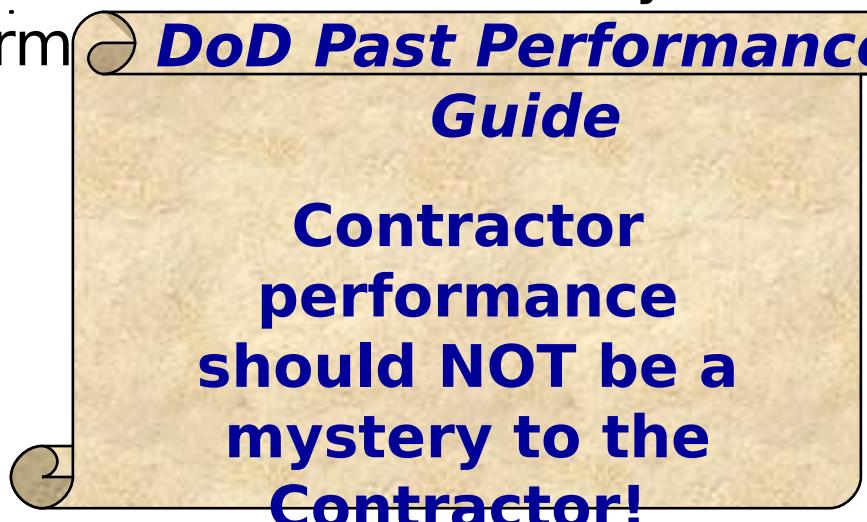


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Quality Checklist (con't)



- Communicate, communicate, communicate...
 - Don't wait until the annual evaluation to make the Contractor aware of their performance
 - Continuous communication gives the Contractor the opportunity to correct any deficiencies and should ultimately ensure better performance
 - NO mystery





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Quality Checklist (con't)



- Document, document, document...
 - CPAR is done annually BUT need to document performance regularly (e.g., monthly Certificate of Service, semi-annual award fee, etc.) for use at the end of the evaluation period





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Quality Checklist (con't)

- Also assists follow-on evaluators in the event the original evaluator's areas of responsibility change during the life of the contract
 - Prior to an assessing official departing (or contract being transferred to another organizational element), the assessing official should complete an informational CPAR if at least **four months** have elapsed since the last CPAR was completed
 - Informational form need not be processed through the Contractor and CPAR reviewing official; it should be passed to the succeeding assessing official for background information for completing the next CPAR

Out-of-Cycle CPAR



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Quality Checklist (con't)

- All evaluating team members should provide input and thoroughly review the CPARS
 - Review the definitions for the evaluation ratings contained in the AF CPARS Guide—compare them to the ratings/narrative given on the Contractor's evaluation
- Ensure consistency between the rating given and the narrative for the rating
 - An **EXCEPTIONAL** rating should have *exceptional* narrative to back it up

REMEMBER: details, details,
details



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Quality Checklist (con't)

- Evaluation Rating for Exceptional.

Performance meets contractual requirements and exceeds many to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.

Note: To justify an Exceptional rating, you should identify multiple significant events in each category and state how it was a benefit to the GOVERNMENT.

However a singular event could be of such magnitude that it alone constitutes an Exceptional rating. Also there should have been NO significant weaknesses identified.



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Quality Checklist (con't)

- Evaluation Rating for Satisfactory.

A narrative still needs to be done for a Satisfactory rating



Performance meets contractual requirements.
The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.



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Quality Checklist (con't)



Note: To justify a Satisfactory rating, there should have only been minor problems, or major problems the contractor recovered from without impact to the contract. Also there should have been NO significant weaknesses identified. *Per DoD policy, a fundamental principle of assigning ratings is that contractors will not be assessed a rating lower than Satisfactory solely for not performing beyond the requirements of the contract.*



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Quality Checklist (con't)



- Spell out all acronyms
 - CPARS are multi-agency (e.g., MAJCOM in the AF are called Systems Commands and Fleet Commands in the Navy)
- Explain project-specific or unit-specific terminology
 - Remember the next person who reads your review may not be familiar with your program





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Quality Checklist (con't)



- Identify the location *geographically*
 - e.g., F.E. Warren Air Force Base located in Cheyenne, Wyoming
- Writer should back up ratings with narrative, e.g., not just, "Contractor was exceptional" - but what was accomplished that exceeds requirements to Govt's benefit





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Quality Checklist (con't)

- Make sure large rating shifts are well supported
- Document resolution of problems previously identified





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Overview



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Sample Write-ups



Business Relations. The contractor maintains excellent rapport with their government counterparts by participating in management level discussions and adjusting performance behavior to improve internal processes. This flexibility and involvement has been invaluable to accommodate the rapidly changing needs of the customer. The contractor is proactive by anticipating upcoming requirements and planning accordingly. Contractor recognized the potential problems inherent in the limited communications resulting from contractor personnel providing on-site support. They immediately agreed to implement a bi-weekly schedule to brief the government on contractor activities and to address government concerns relating to contractor support. Contractor exceeded its goals to Small Business and Women-Owned Business by three percentage points each and met its small disadvantaged and veteran-owned small business participation goals during Agile -

You
MUST
address how
they
met SB
goals



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Sample Write-ups (con't)

Quality of Product or Service. Software Production. The contractor continues to drive towards the base-level requirements baseline, integral to the development of base-level configuration baselines, both at the requirements and the product levels. Contractor participated in over 100 Integrated Process Team (IPT) meetings as core members providing technical expertise and working critical action items. Contractor personnel have supported every version planning meeting scheduled. They have been proactive in making constructive suggestions, yet have kept out of the way as government personnel hammered out “in-house” disagreements.

U.S. Air Force Contracting: Expeditionary • Agile • Innovative

This is an example of a well-written narrative. It gives information on the areas of performance so relevancy can be determined for use in a source selection. The narrative is consistent with and supports the rating. Not only does it describe performance, but in many areas, it gives examples or quantifies performance which explains why the performance is exceptional.



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Sample Write-ups (con't)

Business Relations. Contractor has exhibited excellent business relations with all customers during this reporting period. The contractor has a positive history of reasonable and cooperative behavior with this office. They have assessed the proposal submittals and initiated corrective action plans in an adequate manner. The integration and coordination activities that the contractor has taken to execute the contract have been excellent. All deliverables have been on time.

Quality of Product or Service. The contractor provides an excellent product that meets the contract requirements, specifications and standards of good workmanship. The internal review process that the contractor utilizes catch inconsistencies before the product is delivered to the customer. This ensures that a quality product is delivered to customer. They are always willing to accommodate the needs of the government. The contractor ensures that all

This example clearly conveys that the Government was very pleased with the contractor's performance.

It fails to provide specific examples of performance or how it exceeded SOW standards so would be of limited direct



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Sample Write-ups (con't)

Overall I feel the contractor's performance is satisfactory, however, I would recommend the contractor's managers get more involved in field management.

This example is not acceptable! It doesn't provide any narrative to support the rating. It would not be credible or useful use in a source selection.



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Overview



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Summary (con't)



ACCURACY

- Between what has been documented on the Contractor's performance
- Between the ratings, the narratives and “would we award again?”

UNDERSTANDABILITY

- Future source selection officials should be able to rely on CPARS to be self-explanatory on Contractor's performance



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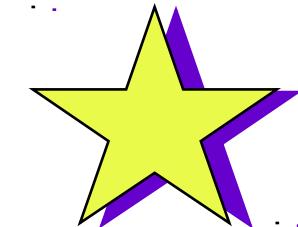


Summary (con't)

EFFICIENCY

- More efficient use of Government resources to rely on electronic CPARS than to have to phone, fax or write for more information on Contractor's performance

MISSION NEEDS



- The difference in the quality of the CPARS can make the difference in selecting the best Contractor for the mission needs



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Summary (con't)

<http://www.cpars.navy.mil>

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Contractor Performance Assessment Reporting System (CPARS)

[CPARS Production System](#)

[CPARS Practice System](#)

[CPARS Main Page](#)

[Access Request Forms](#)

[Annual Conferences](#)

[Best Practices](#)

[CPARS Management Board](#)

[Frequently Asked Questions](#)

[Metrics](#)

[Newsletter](#)

[Quality of CPARS](#)

[Reference Material](#)

[Software Release Info](#)

[System Requirements](#)

[Training](#)

[Accessibility](#)

CPARS is a web-enabled application that provides a library of automated CPARS. CPARS is for contractors to self-train on the Navy's on-line CBT package. Classified information is not to be entered into this system. CPARS assesses a contractor's performance and provides a record, both positive and negative, on a given contract during a specific period of time. Each assessment is based on objective facts and supported by program and contract management data, such as cost performance reports, customer comments, quality reviews, technical interchange meetings, financial solvency assessments, construction/production management reviews, contractor operations reviews, functional performance evaluations, and earned contract incentives.

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Summary (con't)

CPARS Home - Netscape

File Edit View Go Communicator Help

Back Forward Reload Home Search Netscape Print Security Shop Stop

Bookmarks Location: <http://cpars.navy.mil/> What's Related

PPAIS CPARS HQ AFSPC FARSite Deskbook PUBS/FORMS SAF/AQC

CPARS

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Electronic Acquisition 21

Contractor Performance Assessment Reporting System (CPARS)

CPARS Reference Material

DoD

- [DoD Guide to Collection and Use of Past Performance Information \(May 2001\)](#)
- [Contractor Performance Assessments and Common DoD Assessment Rating System 24 August 1999](#)

Air Force

- [Air Force CPARS Guide \(Policy\)](#) (circled)
- [SAF/AQ 28 March 2001 Direction Letter](#)
- [SAF/AOC 28 March 2001 Letter to Contractors](#)

Office Microsoft

Document: Done

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